

FIG. 2

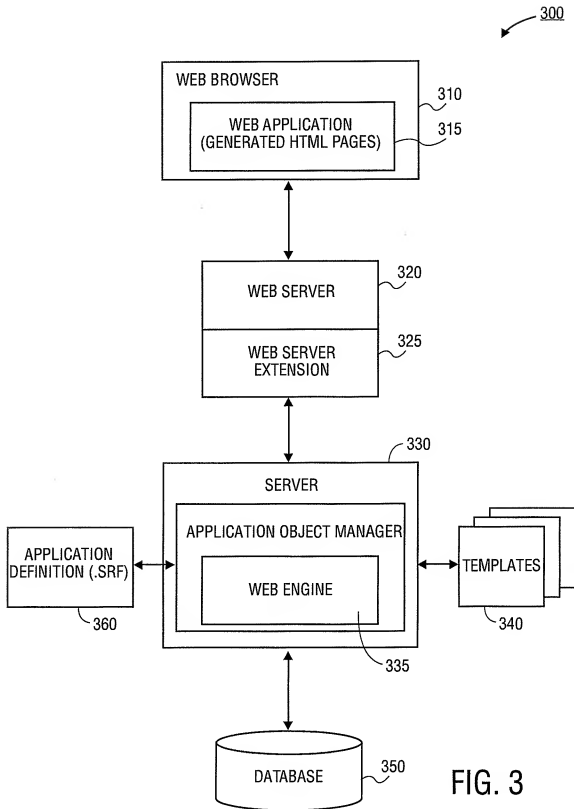


FIG. 3

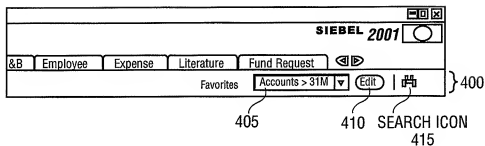


FIG. 4

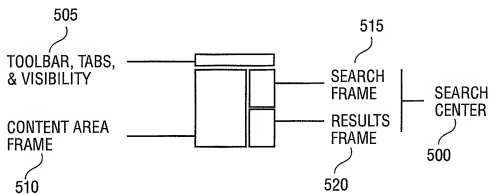


FIG. 5

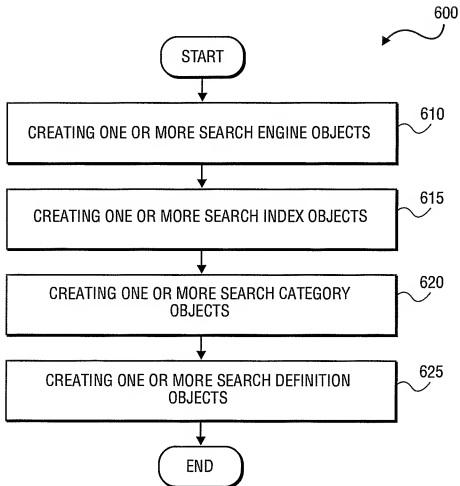


FIG. 6

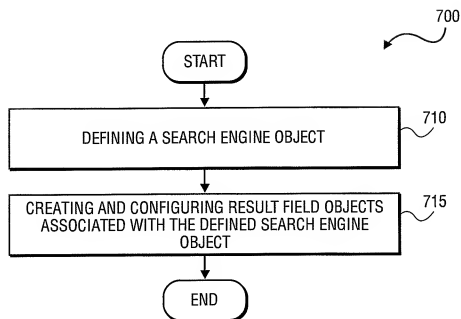


FIG. 7

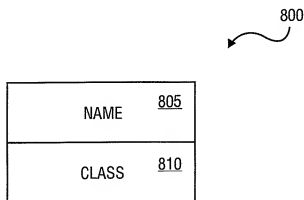


FIG. 8

900  
↙

COLUMN NAME	<u>905</u>
CREATE COLUMN FLAG (OPTIONAL)	<u>910</u>
DATA TYPE (OPTIONAL)	<u>915</u>
INDEX MODE (OPTIONAL)	<u>920</u>
NAME	<u>925</u>
TEXT LENGTH (OPTIONAL)	<u>930</u>
TYPE	<u>935</u>

FIG. 9

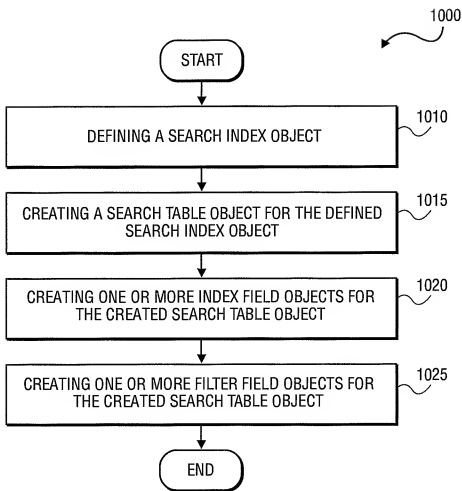


FIG. 10



1100

NAME	<u>1105</u>
INDEX BUSINESS COMPONENT	<u>1110</u>
DATABASE TABLE FLAG	<u>1115</u>

FIG. 11

1200

TABLE NAME	<u>1205</u>
ENGINE	<u>1210</u>

FIG. 12

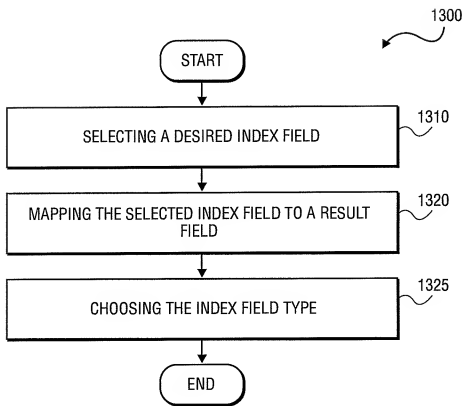



FIG. 13


1400



BUSINESS COMPONENT FIELD	<u>1410</u>
RESULT FIELD (OPTIONAL)	<u>1415</u>
INDEX FIELD TYPE (OPTIONAL)	<u>1420</u>
SEQUENCE	<u>1425</u>

FIG. 14A

1450



NAME	<u>1455</u>
COLUMN NAME	<u>1460</u>
DATA TYPE (OPTIONAL)	<u>1465</u>
INDEX MODE (OPTIONAL)	<u>1470</u>
SEQUENCE	<u>1475</u>
TEXT LENGTH (OPTIONAL)	<u>1480</u>

FIG. 14B

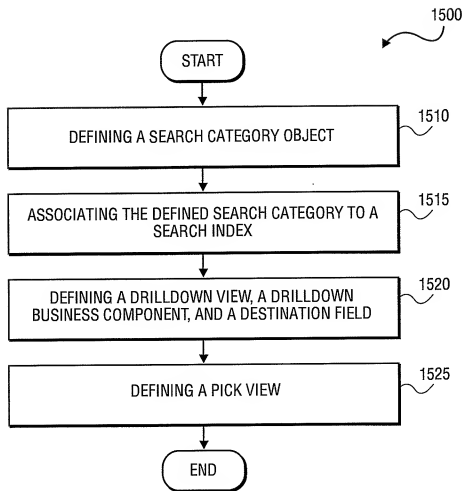



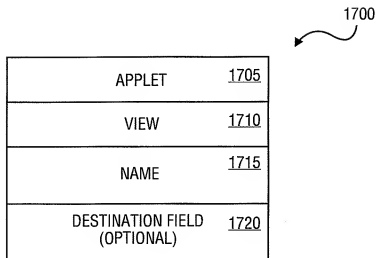
FIG. 15

1600



NAME	<u>1605</u>
SEARCH INDEX	<u>1610</u>
DRILLDOWN BUSINESS COMPONENT (OPTIONAL)	<u>1615</u>
DRILLDOWN VIEW (OPTIONAL)	<u>1620</u>
RESULT IDENTIFIER (OPTIONAL)	<u>1625</u>

FIG. 16



APPLET	<u>1705</u>
VIEW	<u>1710</u>
NAME	<u>1715</u>
DESTINATION FIELD (OPTIONAL)	<u>1720</u>

FIG. 17

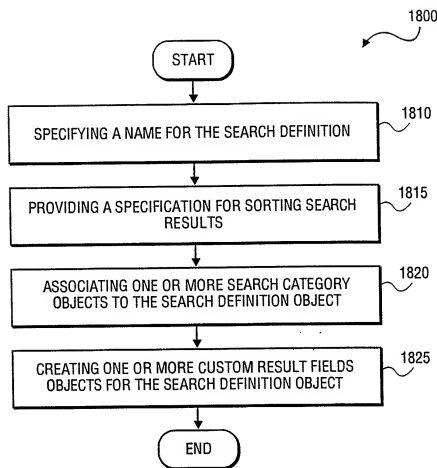


FIG. 18A

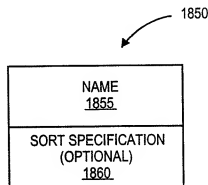



FIG. 18B



NAME	<u>1905</u>
DISPLAY NAME	<u>1910</u>
FILTER SEARCH SPECIFICATION (OPTIONAL)	<u>1915</u>
USE FILTERED SEARCH (OPTIONAL)	<u>1920</u>
SEQUENCE (OPTIONAL)	<u>1925</u>

FIG. 19



2000  
↙

DISPLAY NAME (OPTIONAL)	<u>2005</u>
DISPLAY FORMAT (OPTIONAL)	<u>2010</u>
NAME	<u>2015</u>
SCALING FACTOR (OPTIONAL)	<u>2020</u>
SEQUENCE	<u>2025</u>
TEXT ALIGNMENT (OPTIONAL)	<u>2030</u>
USE IN SEARCH (OPTIONAL)	<u>2035</u>
VISIBLE (OPTIONAL)	<u>2040</u>
WIDTH (OPTIONAL)	<u>2045</u>

FIG. 20

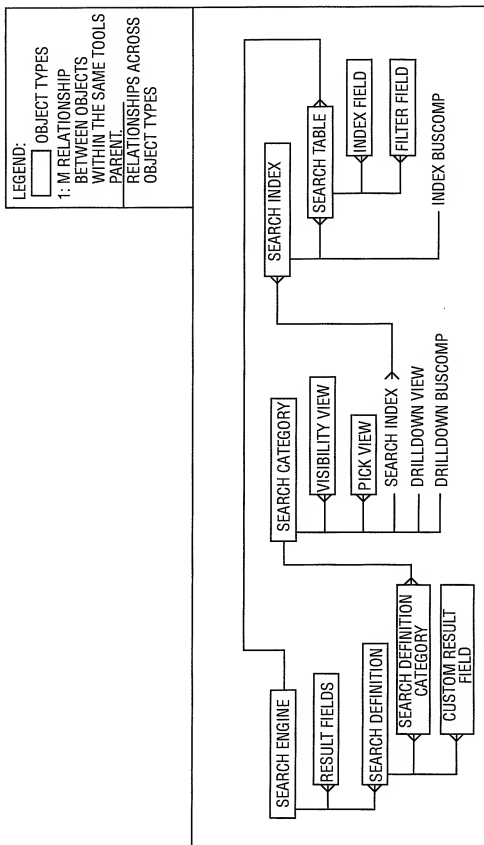


FIG. 21

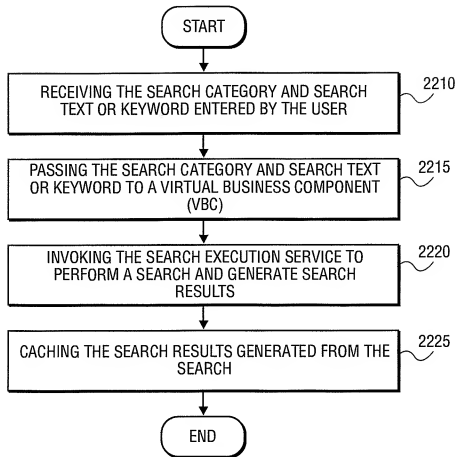


FIG. 22

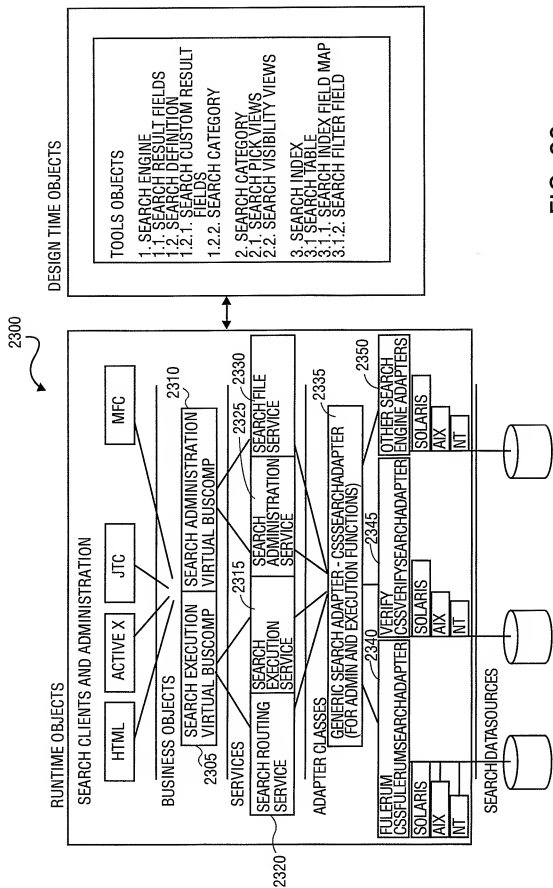


FIG. 23

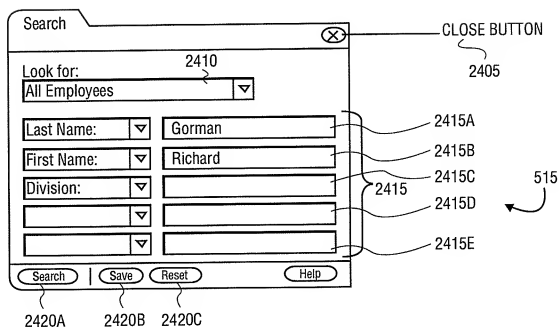


FIG. 24

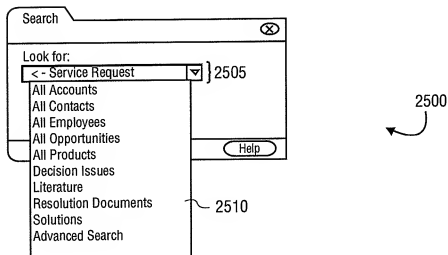


FIG. 25



SIEBEL 2007

File View Help Show My Service Requests

Service = My Service Requests > Activity Plans

Service Request

SR #:

References:

Account:

Sites:

Last Name:

First Name:

Primary Phone #:

Email:

Data Opened:

Current Time:

Source:

Look for:  2605

Keywords:  2720

lit: ☐ Solutions ☒ Service Requests ☒ Literature ☒ Activities

2710

2730

2710

2730

Results

Type	Summary
Literature	Powering the WD-5500T HD
Literature	2-1 CU Server Service Prop
Literature	50211 WD-2500T Hard Drive
Service Request	24-2346 Tech Support Call
Service Request	24-2344 Tech Support Call
Solution	2-1 CU Server Service Prop

1 to 8 of 12

Activities

Name	Summary	Data Open
Hard Drive Failure	24-2346, Hard Drive Failure	06/10/2009
Server Service Process	2-1CU, Server Service Process	06/29/2009
Tech Support Call	24-2344, Tech Support Call	07/08/2009

1 of 3 of 3

Activities

Type	Priority	Status	Descriptions
Diagnosis	2-high	Done	Diagnostic software and routine performance
Assessment	2-high	Done	Cost Repair

1 of 3 of 3

FIG. 27

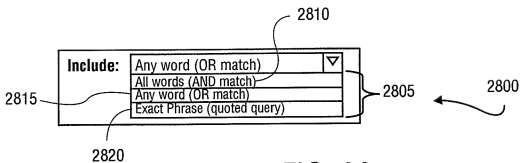


FIG. 28

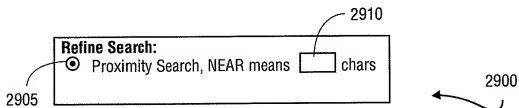


FIG. 29



3000

3005

3010

FIG. 30

http://smallin142/calcenter/start.swe - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://smallin142/calcenter/start.swe

File Edit View Go Query Help

Home Accounts Activities Agreements Assets Calendar Campaigns Communications Contacts Decision Issues Operations Orders

Search Indices:

Index Settings

Home Description Language BNU

Default Setting

1 of 2

Refresh All Refresh No Records

Names	Index Busscomp	Table Name	Exists	External Location	Index Status	Save
Auction	Auction detail	FUL_AUCT	✓		205 Records Indexed 0 Records Not Indexed	✓
Catalog Category	Catalog Category	FUL_CAT	✓		45 Records Indexed 0 Records Not Indexed	✓
Decision Issue	Decision Issue	FUL_DEC	✓		15 Records Indexed 1 Records Not Indexed	✓
Document	Sales Tool	FUL_EXTDOC	✓	WSMICALN142DWMedsearch_docf	5 Records Indexed 4 Records Not Indexed	✓
Literature	Winner Product	FUL_LIT	✓		173 Records Indexed 0 Records Not Indexed	✓
Product	SR Resolution	FUL_PROD	✓		8 Records Indexed 4 Records Not Indexed	✓
Resolution Documents		FUL_RESDOC	✓			✓

3100

3105

3110

FIG. 31

http://smqain142/calcenter/start.swe - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://smqain142/calcenter/start.swe

Back Forward Stop Reload Home

Search Favorites History

File Edit View Go Query Help

Home Accounts Activities Agreements Assets Calendar Campaigns Communication Contacts Decision Issues Operations Others

Show Search Indices

Search Indices:

Index Settings

Home

Default Setting

Description

Language

Delete

Save

Normal

Normalization

Stop file

Translation Label

Value

DEFAULT

c:\program files\intermodal\exchulext.zip

MAN\_LATIN

No Records

Normal	Value	Delete	Save
Normalization	DEFAULT	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Stop file	c:\program files\intermodal\exchulext.zip	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Translation Label	MAN_LATIN	<input type="checkbox"/>	<input checked="" type="checkbox"/>

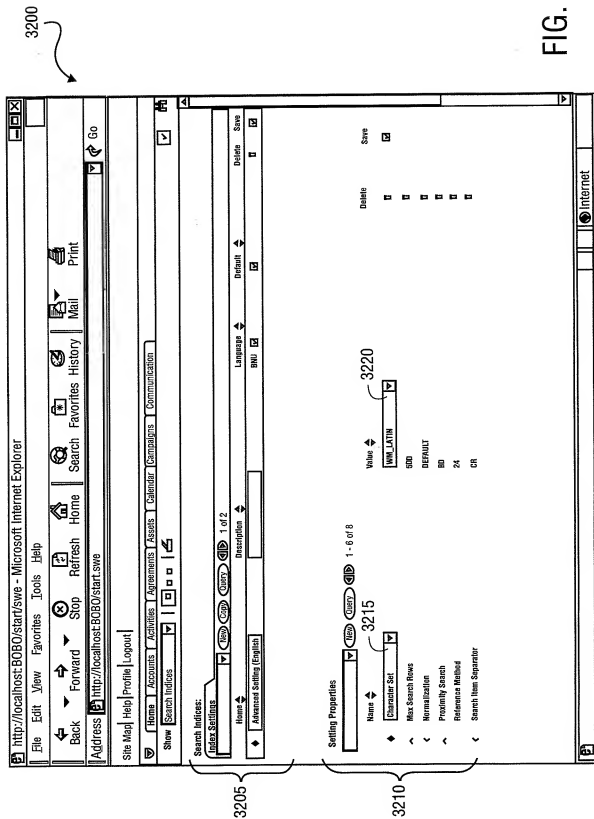


FIG. 32

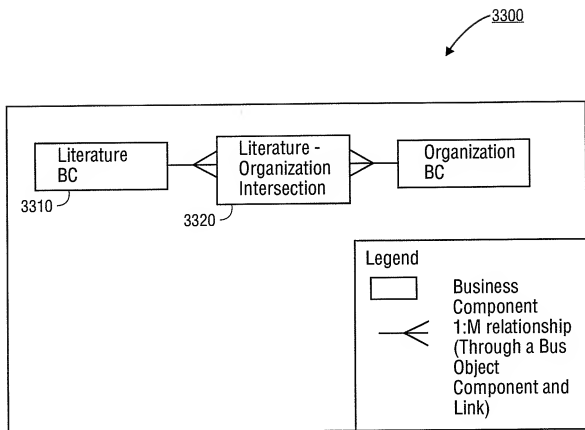


FIG. 33

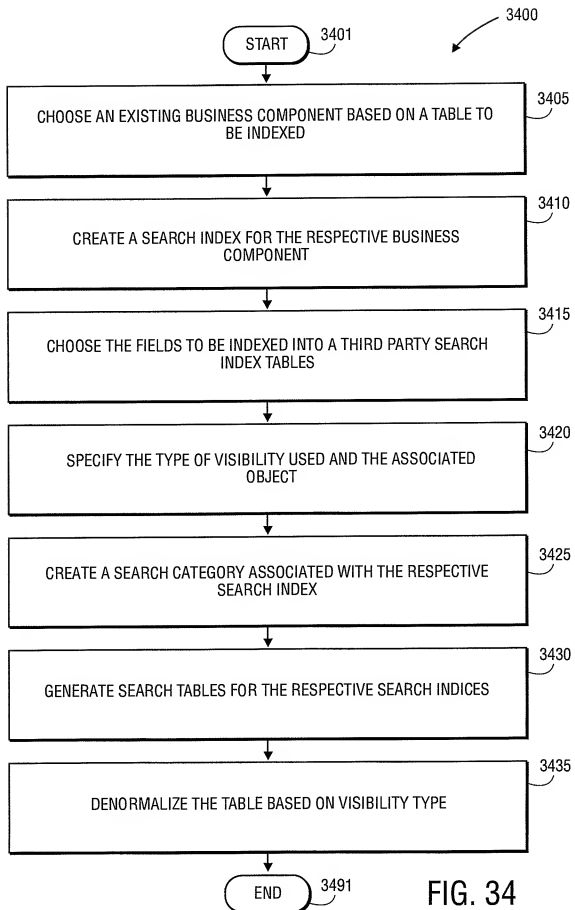


FIG. 34

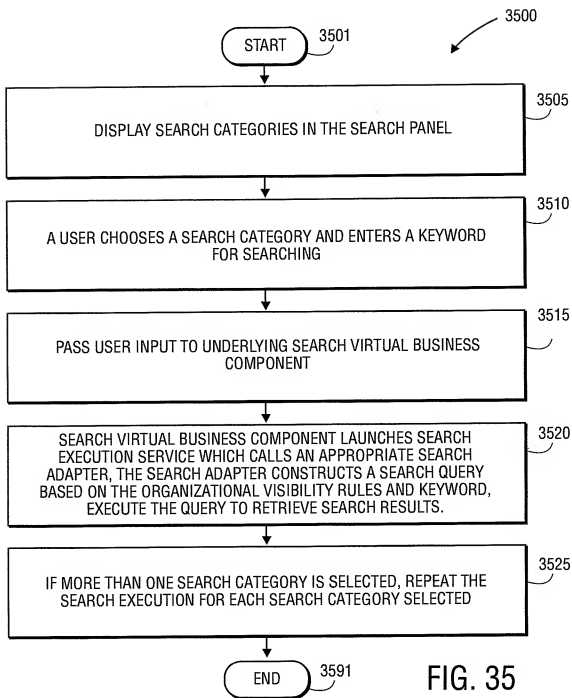


FIG. 35

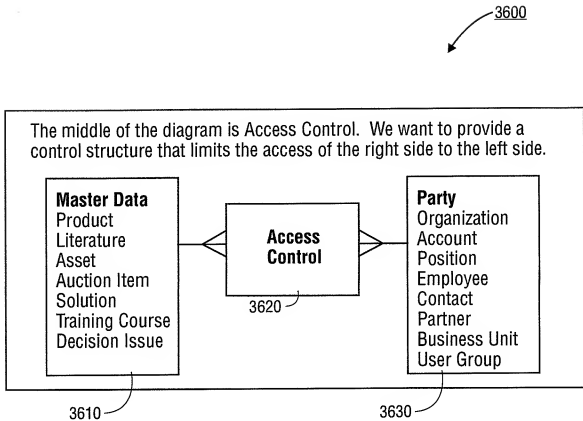
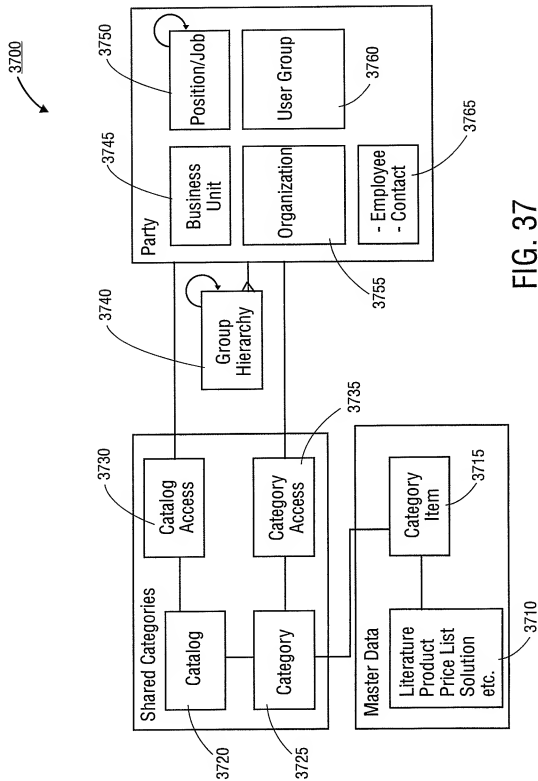


FIG. 36





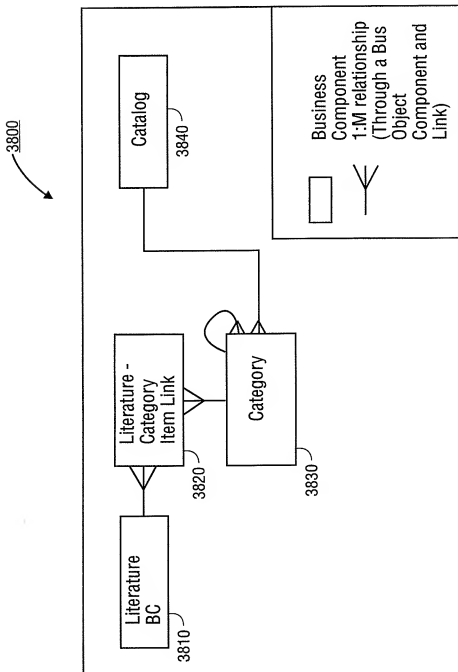


FIG. 38

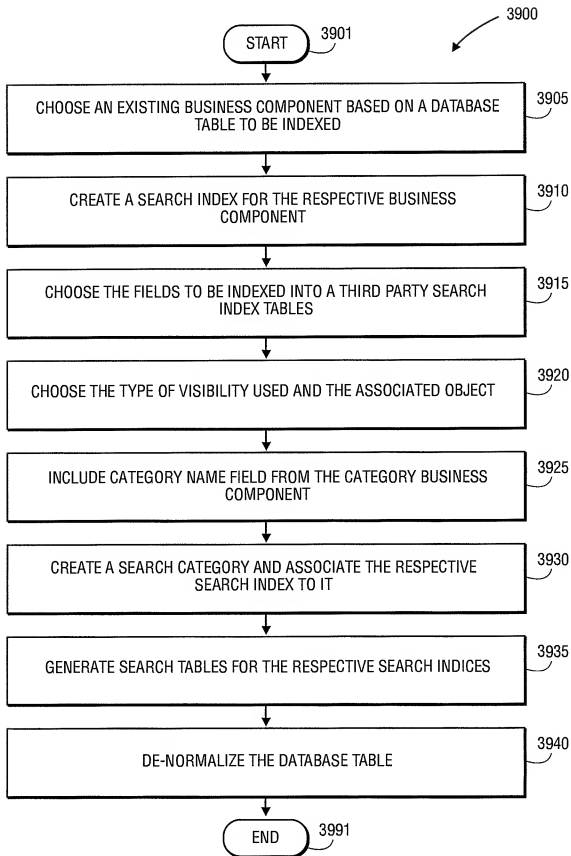


FIG. 39

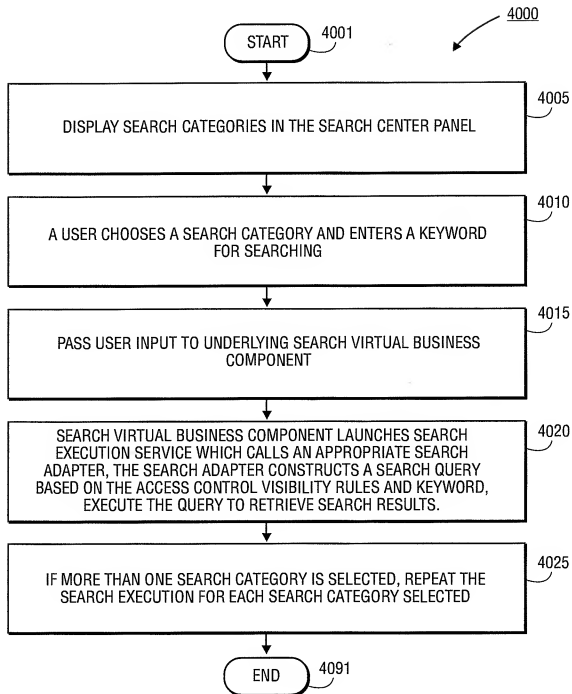


FIG. 40

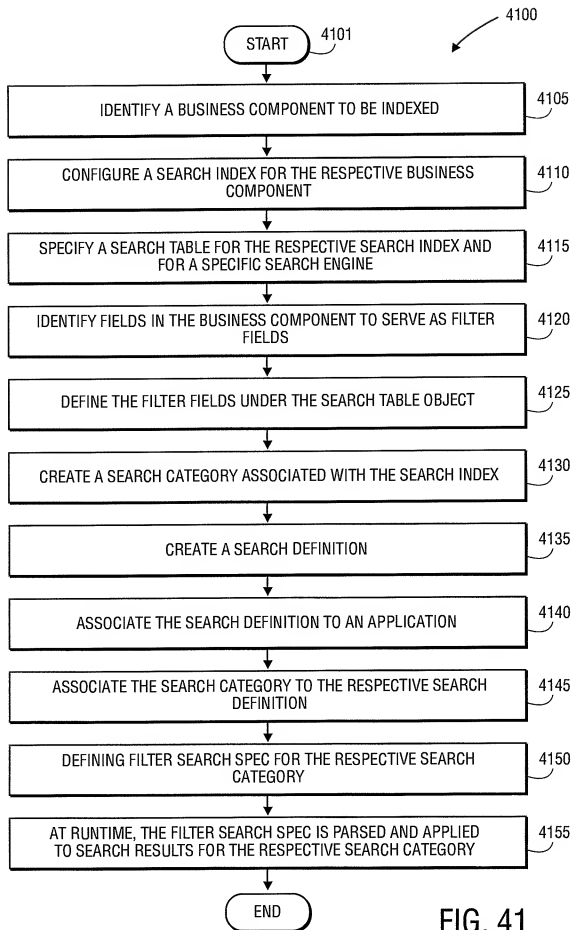


FIG. 41

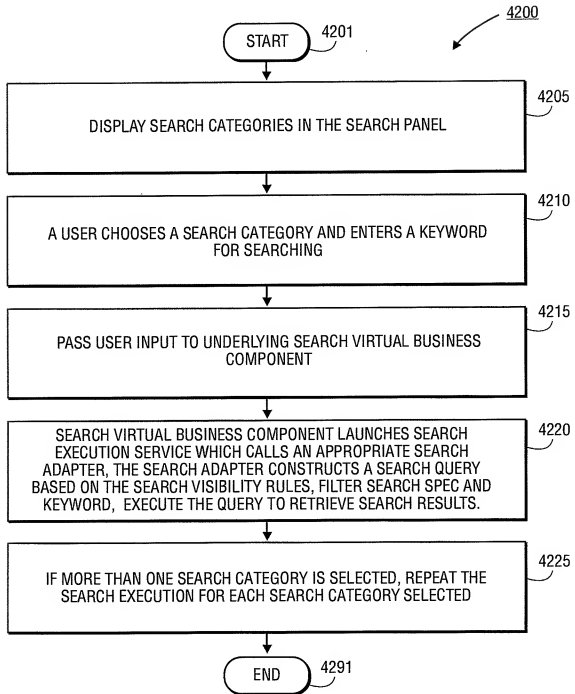


FIG. 42

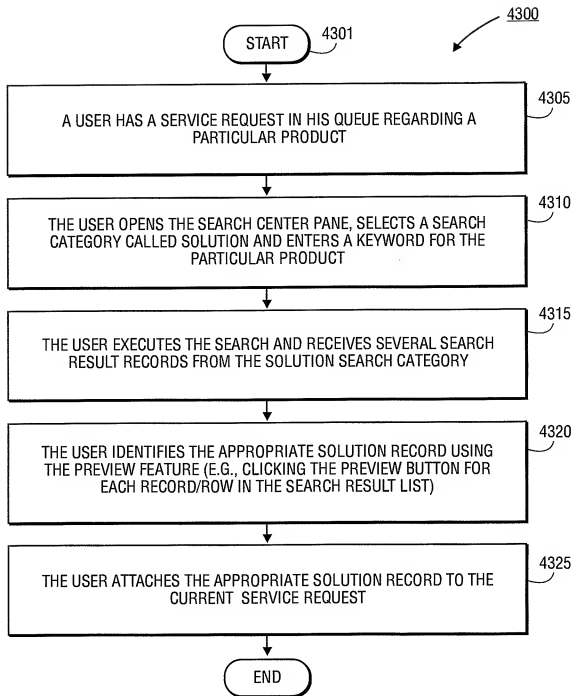


FIG. 43

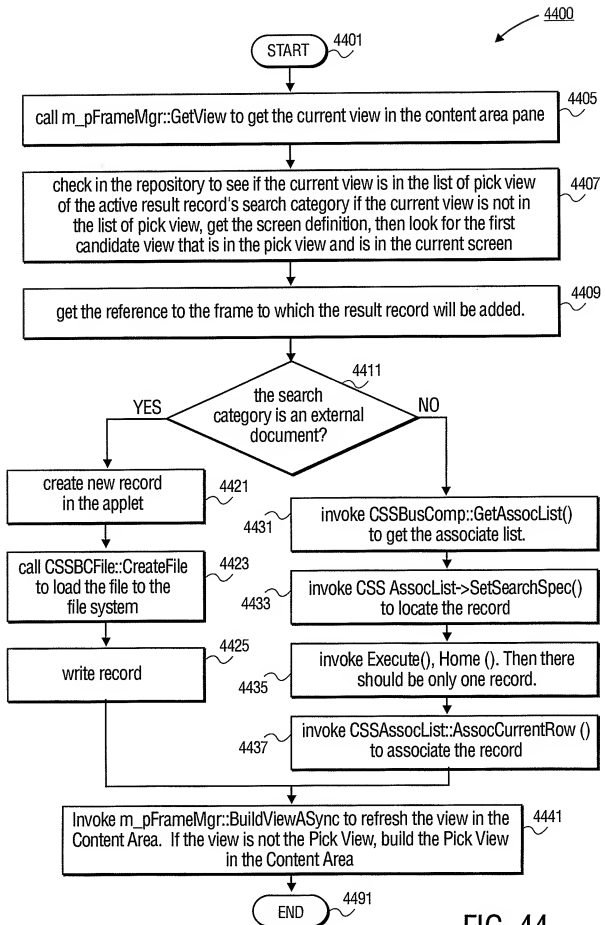


FIG. 44

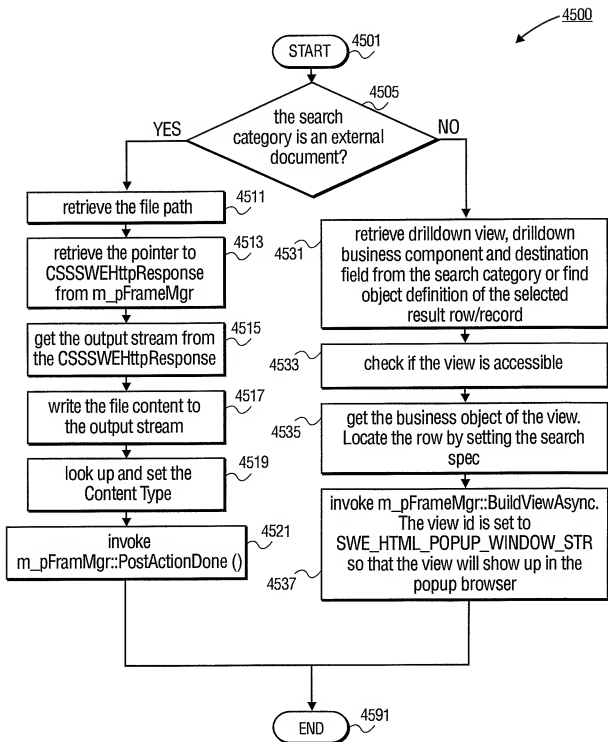


FIG. 45



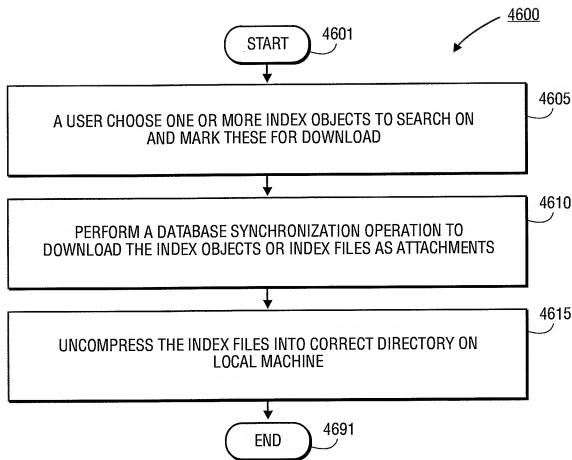


FIG. 46

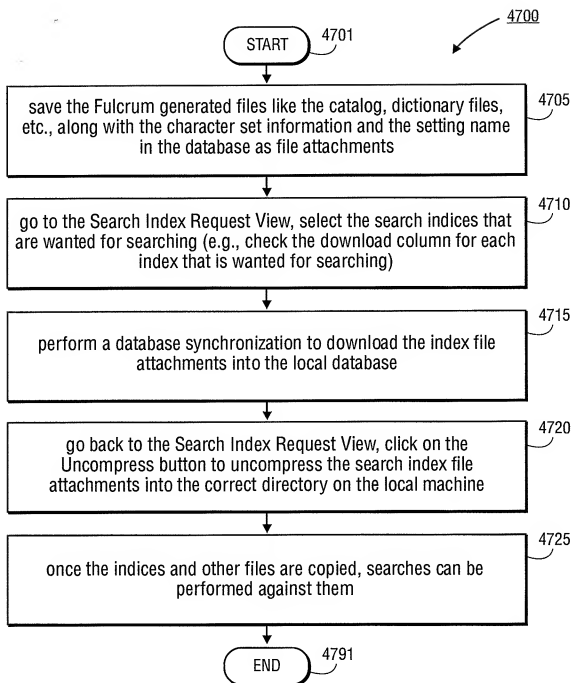


FIG. 47

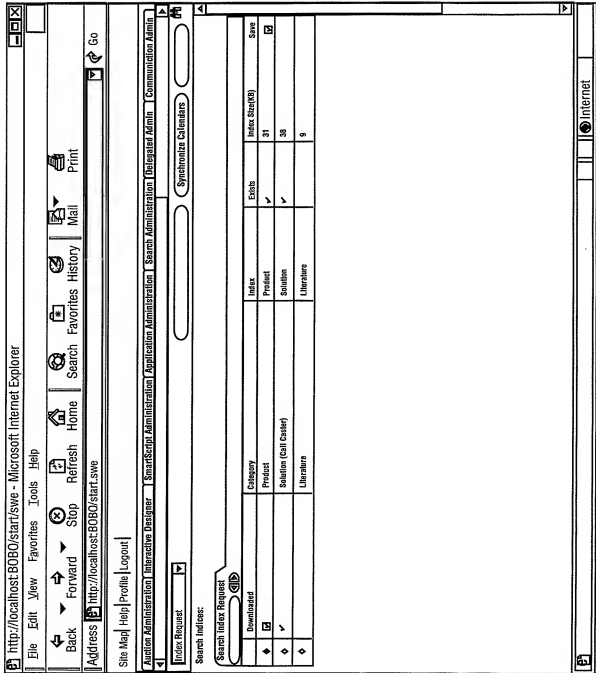


FIG. 48

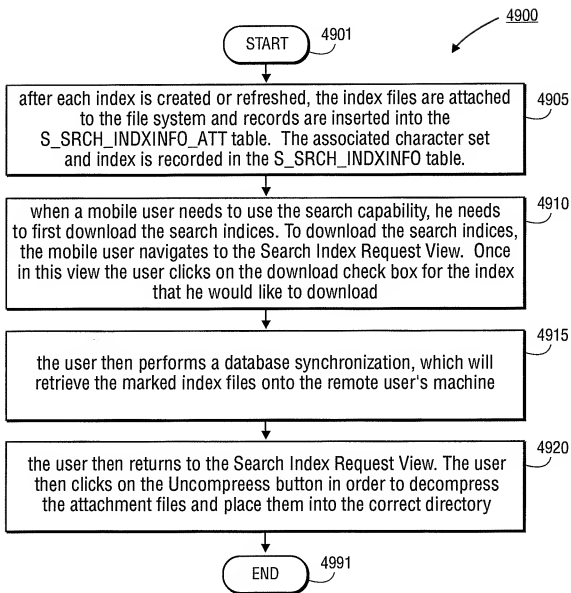


FIG. 49